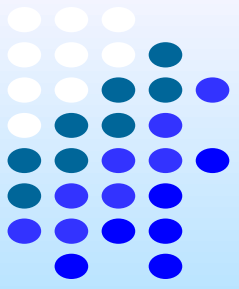# Eligible Training Provider Policy

Presented by:

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What will this training/guidance accomplish?

- **Explain the roles of the State versus the roles of the WDBs as they pertain to Training Providers and Training Programs.**

- **Explain the ETPL process from application to approved ETP, the process for program certification and program re-certification.**

- **Explain penalties for ETPs and/or programs not meeting performance, and the appeals process.**

- **Report Tips and Best Practices as we move forward**
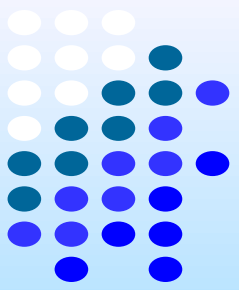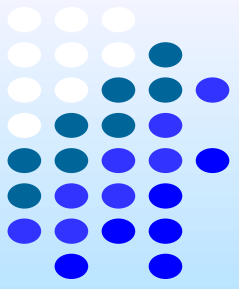
What is an Eligible Training Provider?

➢ A provider of training services who has met the eligibility requirements to receive WIOA Title I-B Adult, Dislocated Worker, and Youth funds to provide training services to eligible individuals. This includes:
  - Post-secondary education institutions;
  - Registered Apprenticeship programs;
  - Other public or private providers of training, which may include joint labor-management organizations and eligible providers of adult education and literacy activities under Title II, if such activities are provided in combination with occupational skills training;
  - Local Area WDBs that meet the condition set forth in WIOA Sec. 107(g)(1); and
  - Community Based Organizations (CBOs) or private organizations of demonstrated effectiveness that provide training under contract with a Local Area WDB.
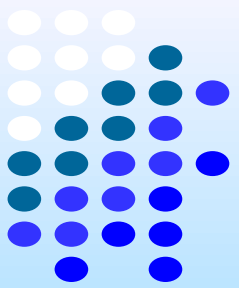
What caused things to change and why now?

➢ **Mainly TEGL 03-2018 which states:**
  - **Training and Employment Guidance Letter (TEGL) 03-2018 issued by the United States Department of Labor (USDOL) provides guidance on performance reporting on Eligible Training Providers (ETPs). It states:** *States must collect and report performance information on all individuals and WIOA Title I Core Program participants (of Adult, Dislocated Worker, and Youth Programs) served by each program on the state list of Eligible Training Providers (ETP List). The requirements for ETP reporting can be found in WIOA section 116(d)(4) and 116(d)(6)(B) and in the WIOA Joint & Department of Labor Only Final Rules at 20 CFR 677.230 and 20 CFR 680.490.*

➢ **North Carolina, just like many other states, has been operating under a waiver to bypass this performance reporting. Such waivers have expired, and Dept. of Labor is now requiring compliance. This compliance and redefining of State vs. the WDB roles by USDOL pushed DWS to re-examine the ETP process along with performance data collection, and the decision was made to bring both to the State level to operate.**

# What are the State's Roles?

The State will:

- **Take ownership of vetting, certifying, and approving Training Providers.**

- **Take ownership of certifying and approving the training programs for approved Eligible Training Providers.**

- **Handle most communication with Training Providers, both Eligible and those who are in the application process.**

- **Manage and collect all participant performance data from each Eligible Training Provider and report the data to the US Dept. of Labor.**

- **Keep the ETPL updated in real-time with additions or deletions of training programs and/or training providers.**
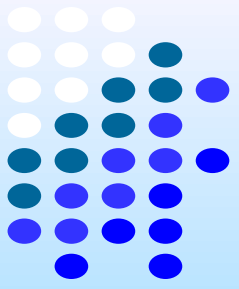
What are the Workforce Development Boards' Roles?

The WDBs will:

- **Opt into any of the Eligible Training Providers and one or all their training programs by following their approval process for a training provider.**

- **Still receive some communication from training providers from time to time.**

- **Continue to grow the training provider base within the Board's local area to ensure in-demand training for their area and to preserve customer choice.**

- **Communicate with the State if any issues:**
  - ➢ **Are reported by a participant against a training provider, or**
  - ➢ **Arise regarding training provider performance.**
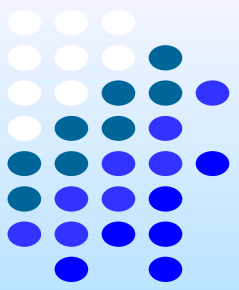
# The Application and Approval Process for Training Providers and their Programs

➢ **Process will remain the same – only difference is State will have oversight.**

➢ **Once the State has vetted, received all necessary documentation, and approved program(s), the Boards' will then individually approve which Training Provider(s) and Program(s) they wish to use by following their own certification procedures.**

➢ **Boards may choose as many providers and their programs from the State ETPL as they wish.**

➢ **If there is a program not listed for a provider, the Board or the ETP Coordinator will need to contact that Provider.**
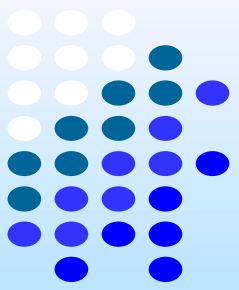
Performance, Penalty, and Appeals Structure

➢ **Certain aspects of Performance are still under construction. This Penalty and Appeal structure provides the framework for how things will be addressed.**

➢ **Corrective Action Plans (CAPs) can be used for those repetitive issues made by ETPs.**

➢ **Programs will be reviewed for performance, and those who are not meeting set measures will be subject to a CAP or other penalties (suspension or removal from ETPL).**

➢ **Communication between a Board and the State is necessary and critical in handling situations that may arise between a participant and their ETP. Often situations may be handled by the Board, but some will need to be escalated to the State to perform an investigation and interviews.**

➢ **Appeals language is very detailed and straightforward.**

Reporting – Viewing a WDB's Training Provider List in NCWorks
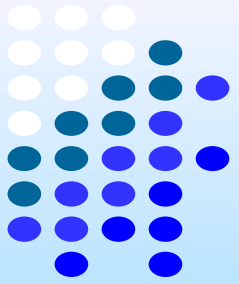
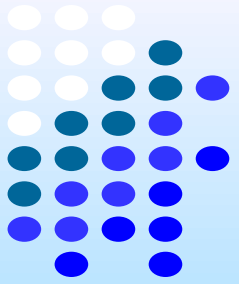**1. Use the menu bar to go to Detailed Reports**

2. Scroll down on the next screen until you see the Provider Reports Section, then click on Provider.
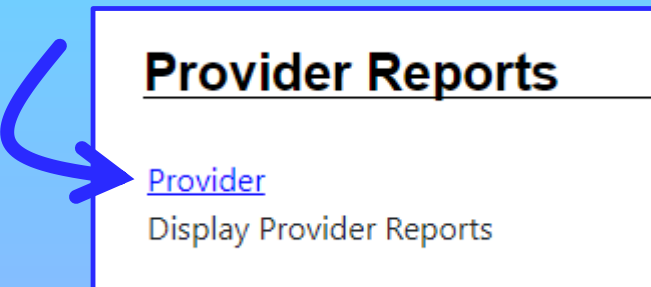
3. Choose the "by Program" report option under the Eligible Training (CRS) section

Reports
- My Reports
- Summary Reports
- **Detailed Reports**
- Custom Reports
- SQL Query Tools
- Federal Reports
- Live Data

Provider Reports

Provider
Display Provider Reports

Provider Reports

Eligible Training (CRS):

Advanced
- by Program
- by Program Performance
- by Program Summary (with Locations)
- by Provider Contact
- All Students Performance

- by Program Reapplication
- by Program Status
- by Provider
- by Provider with ETPL Applications
- Eligible Training Program List

Provider:

Advanced
- by Contact
- by Providers

- by Program

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Reporting – Viewing a WDB's
Training Provider List in NCWorks

4. Report Configuration
It will be tempting to use the State drop-down and the Closest LWIA/Region drop-down in the Report Configuration screen. However, that is not where the WDB should be selected…
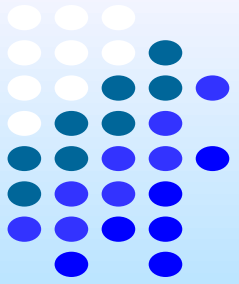
4. Report Configuration, con't:

Instead, change the Provider Certification from All to Certified Only.

	Program
Program Status:	● Active ○ Inactive ○ All
Provider Certification:	● All ○ Certified Only

Then select the correct WDB from the list

Provider - Eligible Training (CRS) - By Program (SSEP)

Selection Criteria

Location

State:	None Selected ▾	✗

Provider/Program

Closest LWIA/Region:	None Selected ▾
Institution Type:	None Selected ▾
Youth Provider:	○ Yes ○ No ● All
Provider Status:	● Active ○ Inactive ○ All
Provider Name:	None Selected ▾
Provider Type:	None Selected ▾

Program

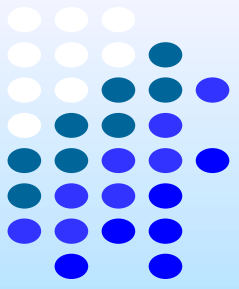| **Program Status:**	● Active ○ Inactive ○ All
Provider Certification:	○ All ● Certified Only
Program Certification:	● All ○ Certified ○ Not Certified
Certifying LWIA/Region: (Press Shift to select multiple items)	None Selected Cape Fear Workforce Developmer Capital Area Workforce Development Cumberland County Workforce Devel

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Reporting – Viewing a WDB's Training Provider List in NCWorks

5. Resulting Report

Best Practices & References

➢ **WDBs should work to grow and develop relationships with the in-demand Training Providers within their area.**

➢ **Keep open communication with existing Training Providers.**

➢ **Reach out to State ETP staff if an existing or potential Training Provider asks a question that is beyond the scope of the WDB.**

➢ **Links to Policies for further reference**

> **1. CPS 11-2021: https://tinyurl.com/2p8nen97**
>
> **2. TEGL 03-18: https://tinyurl.com/mx4dph2v**
>
> **3. TEGL 08-19: https://tinyurl.com/udert9hx**

Questions & Discussion